



Quality Improvement Committee (QIC)

Data Trends from DDS Licensing

DC Health/HRLA

FY19, Quarter 2

Quality Assurance & Performance Management
Administration (QAPMA)

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Agenda

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Introduction

The QAPMA, **Quality Resource Unit (QRU)** is responsible for compiling external monitoring data assessment and tracking of areas of deficiencies identified to determine next steps.

QAPMA is responsible for:

- Data collection, analysis and other quality indicators as needed;
- Making recommendations for internal and external systems improvement and remediation strategies, and collaboration with DC Health /Health Regulation & Licensing Administration (HRLA) regarding Chapter 35 licensure and ICF/IDD survey results and follow-up;
- Review of deficiencies to determine if imposing of sanctions is warranted; and
- Provide technical assistance to the Provider community in these areas by conducting follow-up verification monitoring reviews.

Health Regulation and Licensing Administration

- DC Health/HRLA is responsible for administering all District and federal laws and regulations which governs licensure, certification, and regulation of all health care facilities in DC.
- HRLA is required to inspect health care facilities and providers who participate in the **Medicare and Medicaid programs; respond to people; incidents and/or complaints; and conduct investigations if required.**
- If warranted, DC Health/HRLA takes enforcement actions for facilities, providers and suppliers to come into compliance with the District and Federal law.
- The Intermediate Care Facilities Division certifies ICF for people who participate in the Medicaid program annually (on-site) to ensure compliance is maintained with the health, safety, sanitation, life safety code and habilitative of District and federal requirements.

Total SOD Reports & Issues

Provider	# of SOD Reports	Total Issues by Month			Total # of Issues
		Feb	Mar	Apr	
Behavior Research Associates	3	14			14
COMMUNITY MULTI-SERVICES	3		9		9
DC HEALTHCARE, INC.	2	5	1		6
MARJUL HOMES INC	1		8		8
MULTI-THERAPEUTIC SERVICES	2	1			1
RCM of Washington	3	4	7		11
SYMBRAL FOUNDATION	1	7			7
Ward & Ward	1			6	6
Total	16	31	25	6	62



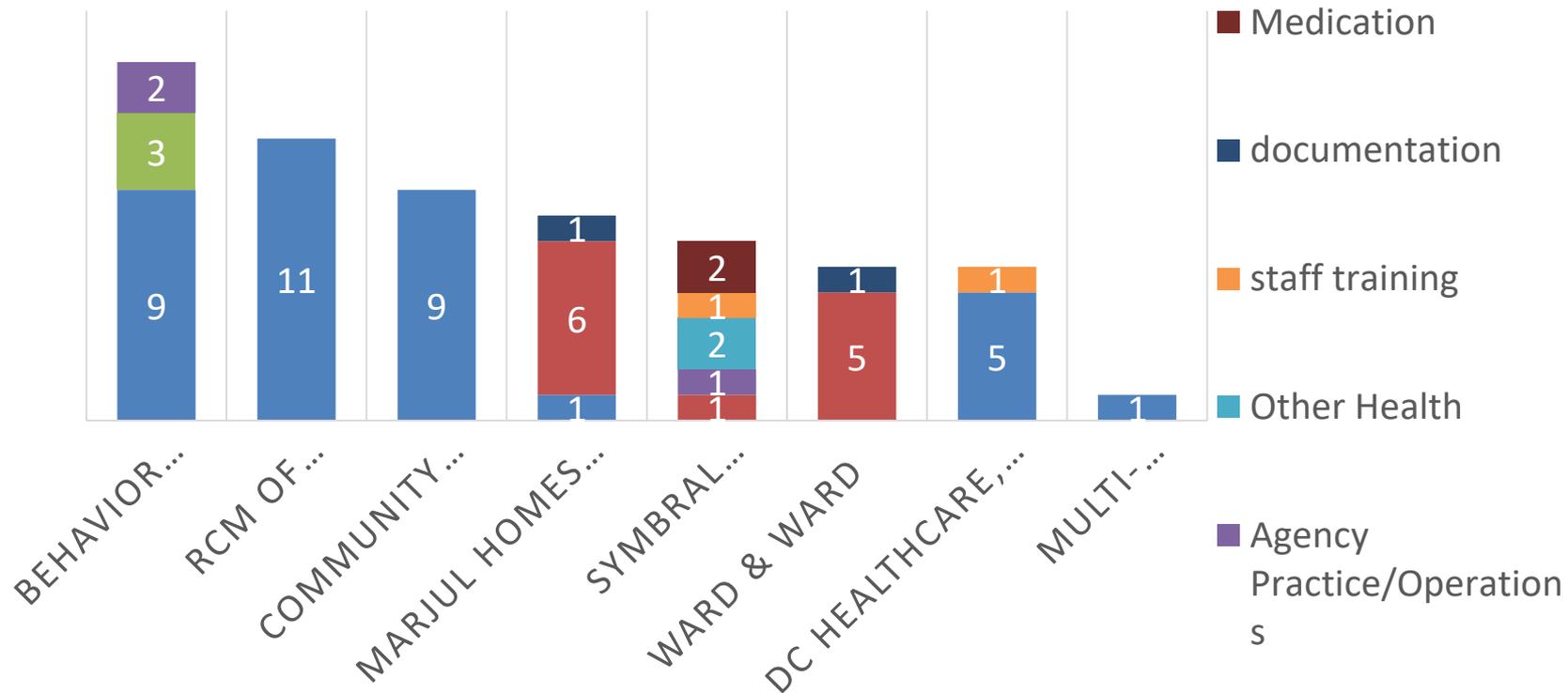
All HRLA Reports and Issue data referenced is for the time period of FY19, Q2 (1/1/19 thru 3/31/19)

All Providers met 100% Timely Closure Rate

Number of HRLA Issues by Domain and Sub-Domain

Doman and Sub-Domain	# of Issues	% of Issues by Domain
Oversight Agency	57	91.9%
Other Oversight Agency	36	58.1%
Environmental	12	19.4%
Basic Assurances	3	4.8%
Agency Practice/Operations	3	4.8%
Staff Training	2	3.2%
Documentation	1	1.6%
Health	4	6.5%
Other Health	2	3.2%
Medication	2	3.2%
Service Planning and Delivery	1	1.6%
Documentation	1	1.6%
Total	62	100%

Number of HRLA Issues By Sub-Domain and Provider



FY19, Q1 and FY19, Q2

Provider	# of Reports Q1	Oct	Nov	Dec	Total Issues for Q1	# of Reports Q2	Feb	Mar	Apr	Total Issues for Q2	Changes (+/-)
Behavior Research Associates	1	7			7	3	14			14	100%
Community Multi-Services	2	17			17	3		9		9	-47%
DC Health Care, Inc.	3	4	2	2	8	2	5	1		6	-25%
Innovative Life Solutions	3	14	7		21						
Marjul Homes, Inc.	2	8			8	1		8		8	0%
Metro Homes	5		9	11	20						
Multi-Therapeutic Services	4	12	9		21	2	1			1	-95%
National Children's Center	1		2		2						
RCM of Washington	1		2		2	3	4	7		11	450%
Symbral Foundation	1		6		6	1	7			7	17%
Volunteers of America	2		19		19						
Ward & Ward	1	3			3	1			6	6	100%
Wholistic Habilitative Services	1	1	4		5						
Total	27	66	60	13	139	16	31	25	6	62	-55%

Note: Total number of Statement of Deficiency reports represent only what was conducted by DC Health/HRLA for that time period.

Examples of Deficiencies Identified in FY19, Q2

Environmental

- Broken ceramic floor tiles and broken blinds
- Kitchen cabinet doors with broken hinges
- Inoperable microwave power switches
- Broken toilet tank cover
- Bathroom window sills stained due to excess moisture
- Stairway railings with uneven surfaces
- Railings unable to provide weight support on stairway and peeling paint
- Bedroom dressers missing knobs, Night stands have scratched surfaces, and there were no lamps in the bedrooms
- Staff unable to ensure water temperature did not exceed 110 degrees Fahrenheit

Next Steps:

- DDA's, Quality Resource Specialists are conducting environmental visits to follow-up to ensure areas found deficient remained compliant and if other environmental issues are noted. If providers continue to not improve in these areas, then a corrective action may be enforced (100% monitoring of ICF/Residential homes until September 2019).

Examples of Deficiencies Identified in FY19, Q2 (con't)

Health/Agency Oversight

- Staff unable to demonstrate knowledge of Emergency Procedures
- Nursing staff unable to maintain sanitary environment to avoid infection transmission during medication administration
- Nursing staff failed to implement each clients' self-medication administration program
- Staff unable to demonstrate knowledge of Emergency Procedures (describing and/or demonstrating the client location tracking system in case of an emergency)
- Nursing staff unable to maintain sanitary environment to avoid infection transmission during medication administration
- Nursing staff failed to implement each clients' self-medication administration program

Next Steps

DDA's, Health & Wellness unit follows up on deficiencies (issues) identified from the SOD reports to address any concerns and/or increase monitoring if warranted (Ongoing).

Next Steps

- DDS will continue working with DC/Health and DC Healthcare Finance to increase oversight; discuss regulations; provide training and discussion of providers as to areas of concerns (Ongoing).
- QAPMA will continue to assess the data to determine if increased monitoring is required by provider and specific site (Ongoing).
- Review of additional data points will be assessed by September 30, 2019.



Contact us with any concerns



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